

# Audience Information

## *A Festival of Lessons & Carols*

*Below is a list of frequently asked questions and important concert notes for the Northwest Choirs.  
If you have any questions, please contact us at 206-524-3234 or [nwc@northwestchoirs.org](mailto:nwc@northwestchoirs.org).*

### **How long is the concert?**

Our A Festival of Lessons & Carols Concerts are about 90 minutes long.

### **Is this concert appropriate for young children?**

Children five years of age and older are welcome at all performances with a purchased ticket. All children must have a ticket. Out of respect to all patrons, please no babes in arms.

### **How do I request a wheelchair seat?**

Patrons with disabilities, wheelchairs, and special seating requests are encouraged to contact our office directly for assistance. By contacting us directly we can find the best seat available at the time of purchase.

### **When should I arrive?**

We recommend that our patrons arrive 20 to 30 minutes before the concert is scheduled to begin. The Box Office opens one hour before the performance. Patrons obtaining tickets at Will Call are advised to arrive at least 30 minutes early. Ticketholders who arrive after the concert begins will be seated only during appropriate pauses in the music.

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### **All ticket purchases are final - no refunds or exchanges**

If you will miss a performance, you may donate your ticket back to the Northwest Choirs and receive a donation receipt. Please contact the Northwest Choirs Office at your earliest convenience. Tickets may also be donated up to 30 minutes prior to the concert at the box office on site.

### **Cellular phones and other electronic devices**

Please turn off all cellular phones and disconnect electronic signals on watches and paging devices before the performance.

### **Photography & Recording**

The use of flash photography, audio or video recording is prohibited.

### **Inclement Weather and Snow Policy**

In the rare case of a snow storm or extremely poor weather conditions which impact safe driving conditions, Northwest Choirs may cancel a concert out of concern for the safety of its members and patrons. If a concert is canceled, we will update the Northwest Choirs phone message (206-524-3234) and place an announcement on the homepage of our website ([www.nwchoirs.org](http://www.nwchoirs.org)). Please check before leaving for the concert.

*Ticket holders for a canceled concert may EITHER request a refund for the purchased tickets or exchange tickets for an alternate concert in the same series if tickets are available. All refund requests must be received within 30 days of the canceled concert. No refunds are given for concerts held as scheduled.*



**NORTHWEST CHOIRS**

NORTHWEST BOYCHOIR & VOCALPOINT! SEATTLE

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